

Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Mineo NOZAKI et al
Serial No. : 09/813,209
Filed : March 20, 2001
For : TECHNICAL SUPPORT SYSTEM
Art Unit : 2151
Examiner :

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

S I R :

Submitted herewith are:

1. Form PTO/SB/08A and copies of the documents listed thereon;
2. Form PTO/SB/08B and copies of each of the related applications identified thereon; and
3. Commercially available English language Abstracts for each of the following four Japanese publications which were previously submitted with an Information Disclosure Statement filed on June 8, 2001:
 - a. Japanese Patent Application KOKAI publication No. 8-44700;
 - b. Japanese Patent Application KOKAI Publication No. 11-232327;
 - c. Japanese Patent Application KOKAI Publication No. 2000-305872; and
 - d. Japanese Patent Application KOKAI Publication No. 2000-215204.



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Date of Deposit: March 20, 2002

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

SHARON PORTNOY

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

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The four Japanese KOKAI publications listed above are listed on the attached Form PTO/SB/08A to indicate that English abstracts are supplied.

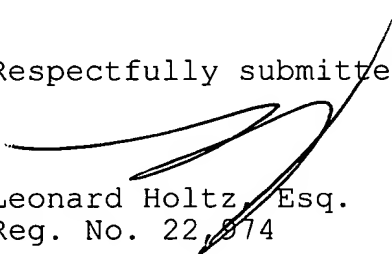
Also submitted herewith are copies of the Official Filing Receipts for each of the related U.S. applications identified on the attached form PTO/SB/08B.

It is respectfully requested that the Examiner consider the publications submitted herewith and return an initialed copy of the attached form PTO/SB/08A to confirm that the publications listed therein have all been considered and made of record.

It is also respectfully requested that the Examiner consider all of the related applications identified herein and return an initialed copy of the attached form PTO/SB/08B to confirm that the related applications have each been considered and made of record.

It is further requested that the Examiner consider the publications submitted with the Information Disclosure Statements filed on June 8, 2001 and February 12, 2002, and return initialed copies of the respective forms submitted therewith to confirm that the publications have all been considered and made of record.

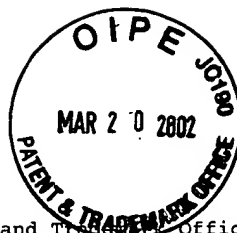
Respectfully submitted,



Leonard Holtz, Esq.
Reg. No. 22,874

March 20, 2002

Frishauf, Holtz, Goodman, Langer & Chick, P.C.
767 Third Avenue - 25th Floor
New York, New York 10017-2023
Tel. No. (212) 319-4900
Fax No. (212) 319-5101
LH:sp



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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		09/813,209		
				Filing Date		March 20, 2001		
				First Named Inventor		Mineo NOZAKI		
				Group Art Unit		MAR 27 2002		
				Examiner Name		Technology Center 2100		
Sheet	1	of	2	Attorney Docket Number		01161/LH		
U.S. PATENT DOCUMENTS								
FOREIGN PATENT DOCUMENTS								
Exam Inits ¹	Cite No ¹	Offc ²	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	T 6
		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					
Examiner Signature				Date Considered				

¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

² Unique citation designation number. ³ See kinds of U.S. Patent Documents. ⁴ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁷ Place a check here if English translation is attached.

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PTO/SB/08B (08-00)

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	09/813,209
				Filing Date	March 20, 2001
				First Named Inventor	Mineo NOZAKI
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01161/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Citation No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			
		T ²			
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO			
Examiner Signature				Date Considered	

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